# THE FINANCIAL REPORTING CENTRE
# SERVICE DELIVERY CHARTER

**Vision:** A Kenya free from illicit financial flows

**Mission:** To promote the integrity of Kenya's financial system by combating money laundering, terrorism financing and proliferation financing

**Core Values:** Integrity; Confidentiality; Professionalism; Innovation; Teamwork

| | SERVICE | REQUIREMENT | USER CHARGES | TIMELINE |
|---|---|---|---|---|
| | | **ADMINISTRATION SERVICES** | | |
| 1. | Response to enquiries/ correspondence(s) | Contact us via any of our listed modes of contact | Free | Immediate for in-person and telephone; and 5 working days for e-mails and letters. |
| 2. | Response to complaints | Lodge a formal complaint, with supporting documents | Free | Acknowledgement of receipt:<br>• Immediate for in-person and telephone; &<br>• 5 working days for e-mails and letters. |
| 3. | Recruitment of staff | Submit application as per job advert | Free | As per the job advert |
| 4. | Procurement of goods and services | Tender documents in compliance with the Public Procurement and Disposal Act (PPDA) and other Regulations | Tender documents is:<br>• Free if accessed online; &<br>• Kshs. 1,000 for hard copies | As per Tender document and PPDA |
| 5. | Payment of suppliers for goods and services | Supporting documents such as invoices, delivery notes and approved contract | Free | As per the contract |
| | | **RESEARCH & TECHNICAL CAPACITY BUILDING** | | |
| 6. | AML/CFT/CPF Capacity Building | Request for training on detecting and combating ML/TF/PF. The request should include training needs | Free | • Acknowledgement of request within 7 days;<br>• Response to request within 14 days |
| | | AML/CFT/CPF awareness needs assessment | Free | As per the Awareness Plan |
| 7. | Development of strategic products | Data, reports and insights from stakeholders | Free | Annually or adhoc basis |
| | | **COMPLIANCE** | | |
| 8. | Registration of entities as Reporting Institutions (RI) | Fill and submit application on goAML as per guidance on registration | Free | Within 15 working days |
| 9. | Change of registration particulars | Fill and submit application on goAML as per guidance on registration | Free | Within 7 working days |
| 10. | Communication of inspection findings:<br>• Deficiency letter; and<br>• Remedial action plan | Provision of requested documents and access to premises | Free | Within 30 working days |
| 11. | Receipt of annual Compliance Report | Fill and submit the Annual Compliance Report as per guidelines | Free | Immediate for goAML submissions |
| | | **REPORTING & ANALYSIS** | | |
| 12. | Receipt of Reports from Reporting Entities / whistle blowers/ foreign FIUs / customs | Submission of reports via goAML/ Egmont secure web within the acceptance criteria | Free | Within 3 days |
| 13. | Request for Information from competent authorities | The request for financial information to be authorized by the designated liaison officer and sent via goAML | Free | Within 2 days |
| 14. | Respond of request for Information from competent authorities | Submission through goAML | Free | 30 days depending on the nature and type of request |
| 15. | Correspondences with Reporting entities | Clarification on suspicious transaction and guidance on filing of reports. | Free | Immediate for in-person and telephone; and 5 working day for e-mails and letters |
| 16. | Preservation of funds | Upon establishing the need to preserve | Free | Five working days |

**We are committed to providing services in a fair, transparent, accountable, timely, and efficient manner. Any service that does not conform to the standards of this Charter should be reported to the Director General, Financial Reporting Centre.**

## Contact Us


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1. For general inquiries: info@frc.go.ke;
2. Inquiries on compliance & regulation: compliance@frc.go.ke;
3. For goAML inquiries: goamlhelpdesk@frc.go.ke;